

Application/Control Number: 09/757,454  
Art Unit: 2654

Docket No.: 2000-0163

### AMENDMENT

This listing of claims will replace all prior versions, and listings, of claims in the application:

#### Listing of Claims:

1- 5. (cancelled)

6. (currently amended) A voice-operated arrangement for interacting with a plurality of dual-tone multi-frequency (DTMF)-controlled systems associated with a user, the arrangement comprising:

a speech recognition unit that generates a digital signal representative of a particular received voice command from the user; and

a speech-to-DTMF tones application that responds to the digital signal, accesses a user record from a plurality of user records, retrieves dial-out information for one of the plurality of DTMF-controlled systems and completes a communication path between the user and the one DTMF-controlled system, wherein:

the voice-operated arrangement monitors the communication path, retrieves further voice commands uttered by the user and translates the further voice commands into DTMF tones which are thereafter transmitted to the one DTMF-controlled system;

the user record comprises a plurality of different fields for each DTMF-controlled system of the plurality of DTMF-controlled systems; and The arrangement as—

defined in claim 5 wherein the plurality of different fields comprises a series of DTMF tones for accessing the proper one DTMF-controlled system within the plurality of DTMF-controlled systems.

6 - 14. (cancelled)

15. (currently amended) ~~The method as defined in claim 12 wherein the method is used~~ A method for enabling a user to interact with a DTMF-controlled system via voice commands

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for retrieving messages from a plurality of different messaging systems associated with a ~~single the~~ user, the method ~~further~~ comprising:

- a) accessing a user record from a plurality of user records, the user record including dial-out information for DTMF-controlled systems associated with the user;
- b) querying the user record for additional DTMF-controlled system fields; and
- c) receiving user access to a selected DTMF-controlled system through a speech-to-DTMF tone application by automatically dialing a number associated with the selected DTMF-controlled system from the accessed user record;
- d) establishing a communication link between the speech-to-DTMF tone application and a DTMF-controlled system;
- e) bridging, via the speech-to-DTMF tone application, communication between the user and the DTMF-controlled system;
- f) repeating steps c) - e) b) — d) for each additional DTMF-controlled system;
- and
- g) translating a received voice command from the user into a DTMF tone for use by the DTMF-controlled system.

16. (cancelled)